

You spoke, we listened:

December 2023



We can only deliver brilliant service if we listen to you and learn where we need to improve.

Our Customer Scrutiny Group (CSG) meets every few months to talk about our service and policies. You can see the key themes below, along with how we've taken this feedback on board. We've also included other customer feedback, and the changes we've made. We can only keep improving if we hear from you, so thank you to everyone who shared their views.

For more information on our performance, including how to have your say, visit <https://www.rhp.org.uk/about-us/how-were-doing>.

Topic

Tenant Satisfaction Measures, and the individual measures we're using to monitor satisfaction, including perception-based survey questions.

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- The CSG welcomed the introduction of these measures, which will boost tenant empowerment and landlord accountability nationally. They thought it would be useful to see how RHP's performance compares to other housing associations.
- The CSG also welcomed telephone surveys as they would make sure no customer groups were excluded, and everyone's voice gets heard.
- The CSG accepted that RHP wants to focus on areas which will have the greatest impact on overall satisfaction. It also welcomed RHP's approach of going beyond requirements, and investing additional resources to understand why customers are scoring the way they are.
- The CSG highlighted that for many different services (repairs, ASB, complaints etc.), communication is key, as customers expect to be updated and do not expect to chase. This is central to our new repairs service and our service standards.



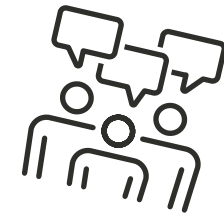
Complaints

- The CSG said we should ask for customer feedback after closing each complaint. We now do that and use this feedback to improve our services.
- The CSG said we need to improve our comms throughout the journey. We now aim for verbal contact with the customer at the start and end of every complaint investigation.



Performance information

The CSG discussed the best way to share results. They asked us to publish headline results in an easy-to-read format. They agreed it was vital to share how we're using customer insight to improve our services. We reviewed our quarterly results on the website, to make sure they were clear, and now publish regular video updates from our Executive Director of Operations.



Damp & mould

The CSG said we should issue dehumidifiers where appropriate, while we investigate and resolve issues of damp and mould. We now do this.



Antisocial behaviour

The CSG said we should be more proactive about what we can and can't do when managing ASB. We published our ASB Toolkit and made antisocial behaviour a recurring theme on our customer communication plans, to make sure we're sharing our successes and being clear about the actions we can take to support customers.



Homeowner service charges

- Homeowners told us service charge letters were confusing, and too wordy. We redesigned the annual letters into an A5 booklet, with a summary page at the beginning of the document. We also reduced wordcount by 25% and made sure everything was written in plain English.
- Homeowners told us more information should be available online, with support in place for those customers who are non-digital. We introduced a QR code that homeowners can scan to see what your service charge pays for, instead of including a long list in the mailing. We also explained how to contact our homeowner team for questions or further guidance.



Repairs

- You told us you don't want to wait so long for your repair appointments. Our new repairs service aims to complete standard repairs within 28 days maximum, and emergency visits within 24 hours. We've also introduced a five-day target for urgent repairs which aren't an emergency but can't wait for 28 days.
- You told us you don't want to book numerous appointments for different repairs. Our new repairs contract is designed to avoid repeat visits. It targets a minimal number of visits to your home, so you can expect operatives to assess and fix multiple problems during their visit.

